

## Books Recommended by Attendees at the TeamStrength Leadership Workshop 2015

- *25 Habits of Highly Successful Salespeople* *by Stephan Schiffman*  
 Now you can join the hundreds of thousands of salespeople who have followed Stephen Schiffman's advice and watch your performance soar. Schiffman lets you in on the industry's best-kept secrets. Learn how to convert leads to sales, motivate yourself and motivate others, give killer presentations, and keep your sense of humor.
- *Raving Fans: A Revolutionary Approach to Customer Service* *by Ken Blanchard*  
 Written in the parable style of *The One Minute Manager*, *Raving Fans* uses a brilliantly simple and charming story to teach how to define a vision, learn what a customer really wants, institute effective systems, and make *Raving Fan Service* a constant feature--not just another program of the month.
- *It's Okay to Be the Boss: The Step-by-Step Guide to Becoming the Manager Your Employees Need* *by Bruce Tugan*  
 In *It's Okay to Be the Boss*, Bruce Tugan puts his finger on the biggest problem in corporate America—an undermanagement epidemic affecting managers at all levels of the organization and in all industries—and offers another way. His clear, step-by-step guide to becoming the strong manager employees need challenges bosses everywhere to spell out expectations, tell employees exactly what to do and how to do it, monitor and measure performance constantly, and correct failure quickly and reward success even more quickly. His message: It's okay to be the boss. Be a great one!
- *7 Habits of Highly Effective People: Powerful Lessons in Personal Change* *by Stephen R. Covey*  
 One of the most inspiring and impactful books ever written, *The 7 Habits of Highly Effective People* has captivated readers for 25 years. It has transformed the lives of Presidents and CEOs, educators and parents—in short, millions of people of all ages and occupations.
- *Eleven Rings: The Soul of Success* *by Phil Jackson and Hugh Delehanty*  
 This is the story of a preacher's kid from North Dakota who grew up to be one of the most innovative leaders of our time. In his quest to reinvent himself, Phil Jackson explored everything from humanistic psychology and Native American philosophy to Zen meditation. In the process, he developed a new approach to leadership based on freedom, authenticity, and selfless teamwork that turned the hypercompetitive world of professional sports on its head
- *The Energy Bus: 10 Rules to Fuel Your Life, Work, and Team with Positive Energy*  
*By Jon Gordon*  
*The Energy Bus*, an international best seller by Jon Gordon, takes readers on an enlightening and inspiring ride that reveals 10 secrets for approaching life and work with the kind of positive, forward thinking that leads to true accomplishment - at work and at home.
- *Choose the Life You Want: The Mindful Way to Happiness* *by Tal Ben-Shahar*  
 In his New York Times bestseller *Happier*, positive psychology expert Tal Ben-Shahar taught us how to become happier through simple exercises. Now, drawing on the latest psychological research, Ben-Shahar shows how making the right choices—not the big, once-in-a-lifetime choices, but the countless small choices we make every day almost without noticing—has a direct, long-lasting impact on our happiness.

- Words That Work: It's Not What You Say, It's What People Hear by *Frank I. Luntz*  
Luntz offers a behind-the-scenes look at how the tactical use of words and phrases affects what we buy, who we vote for, and even what we believe in. With chapters like "The Ten Rules of Successful Communication" and "The 21 Words and Phrases for the 21st Century," he examines how choosing the right words is essential.
- The Speed of Trust: The One Thing That Changes Everything by *Stephen M. R. Covey*  
Trust, says Stephen M.R. Covey, is the very basis of the new global economy, and he shows how trust—and the speed at which it is established with clients, employees, and constituents—is the essential ingredient for any high-performance, successful organization.
- The 4 Disciplines of Execution: Achieving Your Wildly Important Goals by *Chris McChesney*  
An insightful new book from the multimillion-copy bestselling author Sean Covey and the FranklinCovey organization based on their work with hundreds of thousands of employees and large companies to unveil the essential disciplines proven to help businesses and individuals realize their most important goals.
- Insanely Simple: The Obsession That Drives Apple's Success by *Ken Segall*  
Segall brings Apple's quest for Simplicity to life using fascinating (and previously untold) stories from behind the scenes. Through his insight and wit, you'll discover how companies that leverage this power can stand out from competitors—and individuals who master it can become critical assets to their organizations.
- Accounting Best Practices by *Steven M. Bragg*  
Now in a Seventh Edition, Accounting Best Practices includes 50 new best practices in chapters on Accounts Payable, Billing, Credit, Collections, Finance, General Ledger, and General Best Practices. This essential resource shows accountants how to enhance the efficiency of the accounting department, reduce its error rates, and provide better information to other parts of the company.
- The Advantage: Why Organizational Health Trumps Everything Else in Business  
By *Patrick M. Lencioni*  
There is a competitive advantage out there, arguably more powerful than any other. Is it superior strategy? Faster innovation? Smarter employees? No, New York Times best-selling author, Patrick Lencioni, argues that the seminal difference between successful companies and mediocre ones has little to do with what they know and how smart they are and more to do with how healthy they are.
- Small Move, Big Change: Using Microresolutions to Transform Your Life Permanently  
By *Caroline L. Arnold*  
To change ourselves permanently, we need to focus our self-control on precise behavioral targets and overwhelm them. This book is Caroline Arnold's guide to turning broad personal goals into meaningful and discrete behavioral changes that lead to permanent improvement.
- Love Works: Seven Timeless Principles for Effective Leaders by *Joel Manby*  
After years of leading thousands of men and women, Joel Manby has proven that leading with love is effective, even in a business environment. Manby challenges leaders to allow integrity and faith to guide leadership decisions, outlining seven time-proven principles that break down the natural walls within corporate cultures, empowering managers and employees, disarming difficulties, and cultivating an atmosphere that builds long-term success.